

Volusia County Human Services Water Assistance Requirements

All requirements listed below must be provided to our office at the time of the scheduled appointment or when trying to receive services as a walk-in. Additional documents may be required at staff request. Only complete packets will be accepted, which includes verification for **ALL MEMBERS OF THE HOUSEHOLD**. **Any incomplete application or documentation will not be accepted and will result in a forfeit of the appointment or an appointment not being made.**

VERIFICATION DOCUMENTS

- ☐ **Water Expense Statement (the bill)**
 - Must present the most current water bill.
 - The bill must reflect a past-due amount, disconnection notice, or water has already been disconnected.
 - The person's name on the account must reside in the household.
- ☐ **Identification (may not be more than 1 year expired)**
 - Adults (18+): Driver's license, State ID, or U.S. Passport.
 - Minors (17 and younger): Driver's license or State ID, official birth certificate, immunization records (DH Form 680), or U.S. Passport. Identification is exempted if newborn is 60 days or younger at date of application. Document must show date of birth.
- ☐ **Social Security Number Verification**
 - Social security card, income tax statement, or social security award letter. A social security number is not required if newborn is 60 days or younger.
- ☐ **Volusia County Residency**
 - A current lease, mortgage statement, or property tax statement must be provided exhibiting a Volusia County address.
 - The address on the documentation provided in the previous bullet point must match that of the address on the water statement.
 - The head of the household must sign a document verifying all persons residing in the household, including minors, not listed on either the lease or mortgage statement.
- ☐ **Income Guidelines**
 - All income sources for all household members must be provided for the previous 30 days from the application date.
 - Gross income must be at or below 150% of the federal poverty guidelines.
 - See the next page exhibiting income threshold amounts by persons in the household.
 - For adults (18+) who have not received any income within the previous 30 day period must complete and sign a "Self-Declaration of Income" form.
- ☐ **Verification of Public Assistance:**
 - Current award letter (year) with benefit amount for: SNAP, Section 8/HUD/THA, or other public assistance programs if applicable.
- ☐ **Official Application:**
 - An official Human Services' application package will be provided once arriving for an appointment which must be completed on-site.
- ☐ **Note on Water Deposits**
 - An applicant must have an account number already established with the water company prior to a deposit commitment being authorized.
- ☐ **Government-Assisted Housing Water Assistance**
 - A household receiving any form of government-assisted housing such as Section 8, TBRA, SHIP, subsidized housing, or public housing is NOT eligible for water arrear assistance but may apply for a water deposit.

INCOME GUIDELINES

People in the Household	150%
One	\$18,210
Two	\$24,690
Three	\$31,170
Four	\$37,650
Five	\$44,130
Six	\$50,610
Seven	\$57,090
Eight	\$63,570
For each additional person in the household, add:	\$6,480

OFFICE LOCATIONS

Office	Address	City, State Zip	Phone #
DeLand	123 W. Indiana Ave.	DeLand, FL 32720	(386) 736-5956
Orange City	775 Harley Strickland Blvd.	Orange City, FL 32763	(386) 775-5204
New Smyrna Beach	717 W. Canal St.	New Smyrna Beach, FL 32768	(386) 423-3309

**To schedule an appointment at a Daytona Beach satellite location, please contact the DeLand office.*

Assistance for emergency dental and prescription is available Monday through Friday. Electric assistance is also available Monday through Friday. Services for rent, mortgage, water, or fuel are only available on Tuesday and Thursday. The DeLand and Orange City offices accept a limited number of walk-in/same-day applicants based on a first-come first-served basis if all documentation is present at time of sign-in. Please contact an office for additional information or to schedule an appointment.